Administrative Services

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution		
			Low	Medium	FCR Total
Administrative Services	Application Services	Danielle Hood	1 0	0 0	1 0
		Dustin Crump	1 0	0 0	1 0
		Tony Larsen	3 0	0 0	3 0
		Assigned to Individual Total	5 0	0 0	5 0
	Capitol Desktop Support	Brian Bintz	3 0	0 0	3 0
		Chad Poll	3 2	0 0	3 2
		Michael Hussey	1 0	0 0	1 0
		Paul Ross	1 0	0 0	1 0
		Scott Wunderlich	19 9	1 1	20 10
		Tom Hanson	19 17	0 0	19 17
		Assigned to Individual Total	46 28	1 1	47 29

Administrative Services

			Low	Medium	FCR Total
Administrative Services	Capitol Hosting	Conn Peterson	2 0	0 0	2 0
		Curtis Parker	1 0	0 0	1 0
		Danny Black	1 0	0 0	1 0
		Mycah Mattox	1 0	0 0	1 0
		Assigned to Individual Total	5 0	0 0	5 0
	Help Desk	Brenda Treadway	5 3	0 0	5 3
		Eileen Dubach	1 1	0 0	1 1
		James Stearns	3 3	0 0	3 3
		Julie VanBeekum	6 6	0 0	6 6
		Sarah Johnson	2 0	0 0	2 0
		Vicky Marrelli	4 4	0 0	4 4
		Assigned to Individual Total	21 17	0 0	21 17
	Metro A Desktop Support	Kraig Ellis	2 0	0 0	2 0
		Assigned to Individual Total	2 0	0 0	2 0

Administrative Services

			Low	Medium	FCR Total
Administrative Services	Metro B Desktop Support	Anthony Booyse	2 0	0 0	2 0
		Peter Musser	3 1	0 0	3 1
		Sean Chadbourne	1 0	0 0	1 0
		Assigned to Individual Total	6 1	0 0	6 1
	Metro B Help Desk	Gary Graham	1 0	0 0	1 0
		Janet Hongsyvilay	2 1	0 0	2 1
		Val Shepherd	1 0	0 0	1 0
		Assigned to Individual Total	4 1	0 0	4 1
	Metro C Desktop Support	Troy Buchanan	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Metro C Help Desk	Chris Olson	1 1	0 0	1 1
		Assigned to Individual Total	1 1	0 0	1 1
	Rural Central Desktop Support	Paul Petersen	3 2	0 0	3 2
		Ron LeBaron	2 2	0 0	2 2

Administrative Services

			Low	Medium	FCR Total
Administrative Services	Rural Central Desktop Support	Assigned to Individual Total	5 4	0 0	5 4
	Rural North Desktop Support	Kim Ratushniak	1 1	0 0	1 1
		Neil Smedley	1 0	0 0	1 0
		Ryan Casey	2 0	0 0	2 0
		Assigned to Individual Total	4 1	0 0	4 1
	Strategic Communications	Luis Larios	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Voice Operations	Romanza Hamblin Sorensen	2 2	0 0	2 2
		Assigned to Individual Total	2 2	0 0	2 2
	Voice/Data/WAN Services	Mark Thomas	1 0	0 0	1 0
		Mike Johnson	1 0	0 0	1 0
		Spencer Blodgett	2 0	0 0	2 0
		Assigned to Individual Total	4 0	0 0	4 0
	Assigned Group Total		107 55	1 1	108 56

Administrative Services

	Low	Medium	FCR Total
Customer Company Total	107	1	108
	55	1	56

Administrative Services

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

			Top Number - Total Incidents Bottom Number - Missed Inital Response		
Customer Company	**Assigned Group**	**Assigned to Individual**	**Low**	**Medium**	**MIR Total**
Administrative Services	Application Services	Danielle Hood	1 1	0 0	1 1
		Dustin Crump	1 0	0 0	1 0
		Tony Larsen	3 0	0 0	3 0
		Assigned to Individual Total	5 1	0 0	5 1
	Capitol Desktop Support	Brian Bintz	3 0	0 0	3 0
		Chad Poll	3 0	0 0	3 0
		Michael Hussey	1 0	0 0	1 0
		Paul Ross	1 0	0 0	1 0
		Scott Wunderlich	19 0	1 0	20 0
		Tom Hanson	19 1	0 0	19 1
		Assigned to Individual Total	46 1	1 0	47 1

Administrative Services

			Low	Medium	MIR Total
Administrative Services	Capitol Hosting	Conn Peterson	2 2	0 0	2 2
		Curtis Parker	1 1	0 0	1 1
		Danny Black	1 0	0 0	1 0
		Mycah Mattox	1 0	0 0	1 0
		Assigned to Individual Total	5 3	0 0	5 3
	Help Desk	Brenda Treadway	5 0	0 0	5 0
		Eileen Dubach	1 0	0 0	1 0
		James Stearns	3 0	0 0	3 0
		Julie VanBeekum	6 0	0 0	6 0
		Sarah Johnson	2 0	0 0	2 0
		Vicky Marrelli	4 0	0 0	4 0
		Assigned to Individual Total	21 0	0 0	21 0
	Metro A Desktop Support	Kraig Ellis	2 0	0 0	2 0
		Assigned to Individual Total	2 0	0 0	2 0

Administrative Services

			Low	Medium	MIR Total
Administrative Services	Metro B Desktop Support	Anthony Booyse	2 0	0 0	2 0
		Peter Musser	3 0	0 0	3 0
		Sean Chadbourne	1 0	0 0	1 0
		Assigned to Individual Total	6 0	0 0	6 0
	Metro B Help Desk	Gary Graham	1 1	0 0	1 1
		Janet Hongsyvilay	2 0	0 0	2 0
		Val Shepherd	1 0	0 0	1 0
		Assigned to Individual Total	4 1	0 0	4 1
	Metro C Desktop Support	Troy Buchanan	1 1	0 0	1 1
		Assigned to Individual Total	1 1	0 0	1 1
	Metro C Help Desk	Chris Olson	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Rural Central Desktop Support	Paul Petersen	3 0	0 0	3 0
		Ron LeBaron	2 0	0 0	2 0

Administrative Services

			Low	Medium	MIR Total
Administrative Services	Rural Central Desktop Support	Assigned to Individual Total	50	0	50
	Rural North Desktop Support	Kim Ratushniak	10	0	10
		Neil Smedley	10	0	10
		Ryan Casey	20	0	20
		Assigned to Individual Total	40	0	40
	Strategic Communications	Luis Larios	10	0	10
		Assigned to Individual Total	10	0	10
	Voice Operations	Romanza Hamblin Sorensen	20	0	20
		Assigned to Individual Total	20	0	20
	Voice/Data/WAN Services	Mark Thomas	10	0	10
		Mike Johnson	10	0	10
		Spencer Blodgett	20	0	20
		Assigned to Individual Total	40	0	40
Assigned Group Total			1077	10	1087

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Administrative Services

	Low	Medium	MIR Total
Customer Company Total	107	1	108
	7	0	7

Administrative Services

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours		
			Low	Medium	ATTIR Total
Administrative Services	Application Services	Danielle Hood	1 4.46	0 0.00	1 4.46
		Dustin Crump	1 0.21	0 0.00	1 0.21
		Tony Larsen	3 0.51	0 0.00	3 0.51
		Assigned to Individual Total	5 1.24	0 0.00	5 1.24
	Capitol Desktop Support	Brian Bintz	3 0.26	0 0.00	3 0.26
		Chad Poll	3 0.10	0 0.00	3 0.10
		Michael Hussey	1 0.26	0 0.00	1 0.26
		Paul Ross	1 0.39	0 0.00	1 0.39
		Scott Wunderlich	19 0.26	1 0.58	20 0.28
		Tom Hanson	19 0.41	0 0.00	19 0.41
		Assigned to Individual Total	46 0.31	1 0.58	47 0.32

Administrative Services

			Low	Medium	ATTIR Total
Administrative Services	Capitol Hosting	Conn Peterson	2 2.79	0 0.00	2 2.79
		Curtis Parker	1 2.42	0 0.00	1 2.42
		Danny Black	1 0.07	0 0.00	1 0.07
		Mycah Mattox	1 0.79	0 0.00	1 0.79
		Assigned to Individual Total	**5** **1.77**	**0** **0.00**	**5** **1.77**
	Help Desk	Brenda Treadway	5 0.04	0 0.00	5 0.04
		Eileen Dubach	1 0.00	0 0.00	1 0.00
		James Stearns	3 0.02	0 0.00	3 0.02
		Julie VanBeekum	6 0.00	0 0.00	6 0.00
		Sarah Johnson	2 0.16	0 0.00	2 0.16
		Vicky Marrelli	4 0.00	0 0.00	4 0.00
		Assigned to Individual Total	**21** **0.03**	**0** **0.00**	**21** **0.03**
	Metro A Desktop Support	Kraig Ellis	2 0.66	0 0.00	2 0.66
		Assigned to Individual Total	**2** **0.66**	**0** **0.00**	**2** **0.66**

Administrative Services

			Low	Medium	ATTIR Total
Administrative Services	Metro B Desktop Support	Anthony Booyse	2 0.15	0 0.00	2 0.15
		Peter Musser	3 0.16	0 0.00	3 0.16
		Sean Chadbourne	1 0.54	0 0.00	1 0.54
		Assigned to Individual Total	6 0.22	0 0.00	6 0.22
	Metro B Help Desk	Gary Graham	1 1.70	0 0.00	1 1.70
		Janet Hongsyvilay	2 0.08	0 0.00	2 0.08
		Val Shepherd	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	4 0.46	0 0.00	4 0.46
	Metro C Desktop Support	Troy Buchanan	1 1.04	0 0.00	1 1.04
		Assigned to Individual Total	1 1.04	0 0.00	1 1.04
	Metro C Help Desk	Chris Olson	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	1 0.00	0 0.00	1 0.00
	Rural Central Desktop Support	Paul Petersen	3 0.00	0 0.00	3 0.00
		Ron LeBaron	2 0.00	0 0.00	2 0.00

Administrative Services

			Low	Medium	ATTIR Total
Administrative Services	Rural Central Desktop Support	Assigned to Individual Total	5 0.00	0 0.00	5 0.00
	Rural North Desktop Support	Kim Ratushniak	1 0.00	0 0.00	1 0.00
		Neil Smedley	1 0.50	0 0.00	1 0.50
		Ryan Casey	2 0.22	0 0.00	2 0.22
		Assigned to Individual Total	4 0.23	0 0.00	4 0.23
	Strategic Communications	Luis Larios	1 0.51	0 0.00	1 0.51
		Assigned to Individual Total	1 0.51	0 0.00	1 0.51
	Voice Operations	Romanza Hamblin Sorensen	2 0.21	0 0.00	2 0.21
		Assigned to Individual Total	2 0.21	0 0.00	2 0.21
	Voice/Data/WAN Services	Mark Thomas	1 0.60	0 0.00	1 0.60
		Mike Johnson	1 0.72	0 0.00	1 0.72
		Spencer Blodgett	2 0.20	0 0.00	2 0.20
		Assigned to Individual Total	4 0.43	0 0.00	4 0.43
	Assigned Group Total		107 0.37	1 0.58	108 0.37

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Administrative Services

	Low	Medium	ATTIR Total
Customer Company Total	107	1	108
	0.37	0.58	0.37

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Administrative Services

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution		
			Low	Medium	MR Total
Administrative Services	Application Services	Danielle Hood	1 0	0 0	1 0
		Dustin Crump	1 0	0 0	1 0
		Tony Larsen	3 0	0 0	3 0
		Assigned to Individual Total	5 0	0 0	5 0
	Capitol Desktop Support	Brian Bintz	3 0	0 0	3 0
		Chad Poll	3 0	0 0	3 0
		Michael Hussey	1 0	0 0	1 0
		Paul Ross	1 0	0 0	1 0
		Scott Wunderlich	19 0	1 0	20 0
		Tom Hanson	19 1	0 0	19 1
		Assigned to Individual Total	46 1	1 0	47 1

Administrative Services

			Low	Medium	MR Total
Administrative Services	Capitol Hosting	Conn Peterson	2 1	0 0	2 1
		Curtis Parker	1 1	0 0	1 1
		Danny Black	1 0	0 0	1 0
		Mycah Mattox	1 0	0 0	1 0
		Assigned to Individual Total	5 2	0 0	5 2
	Help Desk	Brenda Treadway	5 0	0 0	5 0
		Eileen Dubach	1 0	0 0	1 0
		James Stearns	3 0	0 0	3 0
		Julie VanBeekum	6 0	0 0	6 0
		Sarah Johnson	2 0	0 0	2 0
		Vicky Marrelli	4 0	0 0	4 0
		Assigned to Individual Total	21 0	0 0	21 0
	Metro A Desktop Support	Kraig Ellis	2 0	0 0	2 0
		Assigned to Individual Total	2 0	0 0	2 0

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Administrative Services

			Low	Medium	MR Total
Administrative Services	Metro B Desktop Support	Anthony Booyse	2 0	0 0	2 0
		Peter Musser	3 0	0 0	3 0
		Sean Chadbourne	1 0	0 0	1 0
		Assigned to Individual Total	6 0	0 0	6 0
	Metro B Help Desk	Gary Graham	1 0	0 0	1 0
		Janet Hongsyvilay	2 0	0 0	2 0
		Val Shepherd	1 0	0 0	1 0
		Assigned to Individual Total	4 0	0 0	4 0
	Metro C Desktop Support	Troy Buchanan	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Metro C Help Desk	Chris Olson	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Rural Central Desktop Support	Paul Petersen	3 0	0 0	3 0
		Ron LeBaron	2 0	0 0	2 0

Administrative Services

Administrative Services			Low	Medium	MR Total
Administrative Services	Rural Central Desktop Support	Assigned to Individual Total	50	0	50
	Rural North Desktop Support	Kim Ratushniak	10	0	10
		Neil Smedley	11	0	11
		Ryan Casey	20	0	20
		Assigned to Individual Total	41	0	41
	Strategic Communications	Luis Larios	10	0	10
		Assigned to Individual Total	10	0	10
	Voice Operations	Romanza Hamblin Sorensen	20	0	20
		Assigned to Individual Total	20	0	20
	Voice/Data/WAN Services	Mark Thomas	10	0	10
		Mike Johnson	10	0	10
		Spencer Blodgett	20	0	20
		Assigned to Individual Total	40	0	40
	Assigned Group Total		1074	10	1084

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Administrative Services

	Low	Medium	MR Total
Customer Company Total	107	1	108
	4	0	4

Administrative Services

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours		
			Low	Medium	ATTR Total
Administrative Services	Application Services	Danielle Hood	1 4.62	0 0.00	1 4.62
		Dustin Crump	1 0.44	0 0.00	1 0.44
		Tony Larsen	3 1.95	0 0.00	3 1.95
		Assigned to Individual Total	5 2.18	0 0.00	5 2.18
	Capitol Desktop Support	Brian Bintz	3 0.65	0 0.00	3 0.65
		Chad Poll	3 0.43	0 0.00	3 0.43
		Michael Hussey	1 1.61	0 0.00	1 1.61
		Paul Ross	1 1.07	0 0.00	1 1.07
		Scott Wunderlich	19 1.35	1 0.92	20 1.33
		Tom Hanson	19 2.41	0 0.00	19 2.41
		Assigned to Individual Total	46 1.68	1 0.92	47 1.66

Administrative Services

			Low	Medium	ATTR Total
Administrative Services	Capitol Hosting	Conn Peterson	2 25.15	0 0.00	2 25.15
		Curtis Parker	1 85.32	0 0.00	1 85.32
		Danny Black	1 0.77	0 0.00	1 0.77
		Mycah Mattox	1 5.55	0 0.00	1 5.55
		Assigned to Individual Total	5 28.39	0 0.00	5 28.39
	Help Desk	Brenda Treadway	5 0.15	0 0.00	5 0.15
		Eileen Dubach	1 0.00	0 0.00	1 0.00
		James Stearns	3 0.02	0 0.00	3 0.02
		Julie VanBeekum	6 0.00	0 0.00	6 0.00
		Sarah Johnson	2 0.21	0 0.00	2 0.21
		Vicky Marrelli	4 0.00	0 0.00	4 0.00
		Assigned to Individual Total	21 0.05	0 0.00	21 0.05
	Metro A Desktop Support	Kraig Ellis	2 0.89	0 0.00	2 0.89
		Assigned to Individual Total	2 0.89	0 0.00	2 0.89

Administrative Services

			Low	Medium	ATTR Total
Administrative Services	Metro B Desktop Support	Anthony Booyse	2 2.57	0 0.00	2 2.57
		Peter Musser	3 0.77	0 0.00	3 0.77
		Sean Chadbourne	1 0.74	0 0.00	1 0.74
		Assigned to Individual Total	6 1.48	0 0.00	6 1.48
	Metro B Help Desk	Gary Graham	1 1.83	0 0.00	1 1.83
		Janet Hongsyvilay	2 0.54	0 0.00	2 0.54
		Val Shepherd	1 0.41	0 0.00	1 0.41
		Assigned to Individual Total	4 0.83	0 0.00	4 0.83
	Metro C Desktop Support	Troy Buchanan	1 1.16	0 0.00	1 1.16
		Assigned to Individual Total	1 1.16	0 0.00	1 1.16
	Metro C Help Desk	Chris Olson	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	1 0.00	0 0.00	1 0.00
	Rural Central Desktop Support	Paul Petersen	3 1.22	0 0.00	3 1.22
		Ron LeBaron	2 0.00	0 0.00	2 0.00

Administrative Services

			Low	Medium	ATTR Total
Administrative Services	Rural Central Desktop Support	Assigned to Individual Total	5 0.73	0 0.00	5 0.73
	Rural North Desktop Support	Kim Ratushniak	1 0.00	0 0.00	1 0.00
		Neil Smedley	1 7.88	0 0.00	1 7.88
		Ryan Casey	2 0.44	0 0.00	2 0.44
		Assigned to Individual Total	4 2.77	0 0.00	4 2.77
	Strategic Communications	Luis Larios	1 2.94	0 0.00	1 2.94
		Assigned to Individual Total	1 2.94	0 0.00	1 2.94
	Voice Operations	Romanza Hamblin Sorensen	2 0.32	0 0.00	2 0.32
		Assigned to Individual Total	2 0.32	0 0.00	2 0.32
	Voice/Data/WAN Services	Mark Thomas	1 0.83	0 0.00	1 0.83
		Mike Johnson	1 0.72	0 0.00	1 0.72
		Spencer Blodgett	2 0.51	0 0.00	2 0.51
		Assigned to Individual Total	4 0.64	0 0.00	4 0.64
	Assigned Group Total		107 2.55	1 0.92	108 2.54

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Administrative Services

	Low	Medium	ATTR Total
Customer Company Total	107 2.55	1 0.92	108 2.54

Administrative Services

Detail

Incident	Customer	Type	Category	Item	Priority	Status	TIR/TTR Missed	Time
INC000000464311	Jerry Gearheart	Server	Performance	None			TIR Missed: No	0.79
	Capitol Hosting	Mycah Mattox	Administrative Services		Low	Resolved	TTR Missed: No	5.55
INC000000465356	Mark Dalton	None	None	None			TIR Missed: No	0.50
	Rural North Desktop Support	Neil Smedley	Administrative Services		Low	Closed	TTR Missed: Yes	7.88
INC000000469671	Kelly Pingree	Application	Password	None			TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Administrative Services		Low	Closed	TTR Missed: No	3.18
INC000000469941	Mark Dalton	None	None	None			TIR Missed: No	0.00
	Rural North Desktop Support	Ryan Casey	Administrative Services		Low	Closed	TTR Missed: No	
INC000000470260	Adrian Ruger	PC/Laptop	None	None			TIR Missed: No	0.72
	Capitol Desktop Support	Tom Hanson	Administrative Services		Low	Closed	TTR Missed: No	2.75
INC000000470783	Tim Walden	Network	Error	None			TIR Missed: No	0.16
	Metro B Desktop Support	Anthony Booyse	Administrative Services		Low	Closed	TTR Missed: No	4.10
INC000000471212	Brian R Bales	Application	Error	Microsoft Word			TIR Missed: No	0.16
	Capitol Desktop Support	Scott Wunderlich	Administrative Services		Low	Closed	TTR Missed: No	0.16
INC000000471787	Tanya Price	None	None	None			TIR Missed: No	0.00
	Capitol Desktop Support	Tom Hanson	Administrative Services		Low	Closed	TTR Missed: No	3.21
INC000000472037	Glen Fairclough	Application	Error	Novell GroupWise			TIR Missed: No	0.45
	Metro A Desktop Support	Kraig Ellis	Administrative Services		Low	Closed	TTR Missed: No	0.92
INC000000472387	Brian E Nelson	PC/Laptop	Hardware	None			TIR Missed: No	0.30
	Capitol Desktop Support	Chad Poll	Administrative Services		Low	Closed	TTR Missed: No	1.30
INC000000472451	John Burningham	Application	Password	Novell GroupWise			TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Administrative Services		Low	Closed	TTR Missed: No	0.00
INC000000472519	Ryan Huntsman	PC/Laptop	Performance	None			TIR Missed: No	0.31
	Capitol Desktop Support	Tom Hanson	Administrative Services		Low	Closed	TTR Missed: No	1.91
INC000000472551	Rick James	Application	None	Employee Gateway			TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Administrative Services		Low	Closed	TTR Missed: No	0.00
INC000000472842	Sue Lundquist	Application	Reporting	Loans System			TIR Missed: No	0.30
	Capitol Desktop Support	Tom Hanson	Administrative Services		Low	Closed	TTR Missed: No	0.64
INC000000473003	Cynthia S Bowers	Application	Error	Microsoft Excel			TIR Missed: No	0.61
	Capitol Desktop Support	Tom Hanson	Administrative Services		Low	Closed	TTR Missed: No	3.00
INC000000473038	Kelly Pingree	PC/Laptop	Password	None			TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Administrative Services		Low	Closed	TTR Missed: No	0.03

Administrative Services

INC000000473332	Scott Bingham	PC/Laptop	Performance	None		TIR Missed: No	0.29
Capitol Desktop Support	Brian Bintz	Administrative Services	Low	Closed		TTR Missed: No	0.58
INC000000473489	Kevin Lucus	Application	Error	Cisco AnyConnect VPN Client		TIR Missed: No	0.26
Capitol Desktop Support	Michael Hussey	Administrative Services	Low	Closed		TTR Missed: No	1.61
INC000000474047	Sophia Manousakis	PC/Laptop	Hardware	None		TIR Missed: No	0.10
Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed		TTR Missed: No	0.82
INC000000474049	Mark Dalton	Network	None	Novell Client for 32-bit Windows		TIR Missed: Yes	2.42
Capitol Hosting	Curtis Parker	Administrative Services	Low	Resolved		TTR Missed: Yes	85.32
INC000000474352	Cynthia Antonsen	None	None	None		TIR Missed: No	0.00
Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed		TTR Missed: No	0.21
INC000000474664	Jenn Johnson	Telecom	None	None		TIR Missed: No	0.72
Voice/Data/WAN Services	Mike Johnson	Administrative Services	Low	Closed		TTR Missed: No	0.72
INC000000474867	Robert Melendez	PC/Laptop	Performance	None		TIR Missed: No	0.39
Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed		TTR Missed: No	5.96
INC000000475001	Tim Walden	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.13
Metro B Desktop Support	Anthony Booyse	Administrative Services	Low	Closed		TTR Missed: No	1.03
INC000000475875	Mike Broschinsky	Application	None	Electronic Rules Filing		TIR Missed: No	0.07
Capitol Hosting	Danny Black	Administrative Services	Low	Closed		TTR Missed: No	0.77
INC000000476291	Roger Faris	Server	None	None		TIR Missed: Yes	2.46
Capitol Hosting	Conn Peterson	Administrative Services	Low	Resolved		TTR Missed: Yes	47.18
INC000000476356	Sue Hoskins	PC/Laptop	Hardware	None		TIR Missed: No	0.46
Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed		TTR Missed: No	3.95
INC000000476554	Garret Johnston	Application	None	Novell GroupWise		TIR Missed: No	0.00
Help Desk	Julie VanBeekum	Administrative Services	Low	Closed		TTR Missed: No	0.00
INC000000476564	Dan Martinez	Server	None	None		TIR Missed: Yes	3.11
Capitol Hosting	Conn Peterson	Administrative Services	Low	Closed		TTR Missed: No	3.11
INC000000476568	Gala Dumas	None	None	None		TIR Missed: No	0.68
Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed		TTR Missed: No	2.10
INC000000477097	Gail Youngblood	None	None	None		TIR Missed: No	0.00
Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed		TTR Missed: No	0.00
INC000000477884	Donald Marchant	Application	Password	Novell GroupWise		TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Administrative Services	Low	Closed		TTR Missed: No	0.41
INC000000477937	Cynthia Antonsen	None	None	None		TIR Missed: No	0.00
Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Resolved		TTR Missed: No	5.81

Administrative Services

INC000000477981	Julie Dalesandro	None	None	None	TIR Missed:	No	0.00
Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed:	No	0.16
INC000000478093	Bruce Spiegel	Mobile Devices	None	Ipads	TIR Missed:	No	0.15
Help Desk	Sarah Johnson	Administrative Services	Low	Closed	TTR Missed:	No	0.19
INC000000478095	Bret Burgon	Mobile Devices	None	Ipads	TIR Missed:	No	0.17
Help Desk	Sarah Johnson	Administrative Services	Low	Closed	TTR Missed:	No	0.23
INC000000478333	Mark Dalton	None	None	None	TIR Missed:	No	0.00
Metro B Desktop Support	Peter Musser	Administrative Services	Low	Closed	TTR Missed:	No	0.00
INC000000478383	Terri O'Toole	Application	None	Novell GroupWise	TIR Missed:	No	0.00
Help Desk	Julie VanBeekum	Administrative Services	Low	Closed	TTR Missed:	No	0.00
INC000000478538	Sue Hoskins	Print/Copy/Scan/Fax	None	None	TIR Missed:	No	0.35
Capitol Desktop Support	Brian Bintz	Administrative Services	Low	Closed	TTR Missed:	No	0.80
INC000000478619	Sue Hoskins	Print/Copy/Scan/Fax	None	None	TIR Missed:	No	0.14
Capitol Desktop Support	Brian Bintz	Administrative Services	Low	Closed	TTR Missed:	No	0.57
INC000000478866	Brian Gillies	None	None	None	TIR Missed:	No	0.00
Rural Central Desktop Support	Paul Petersen	Administrative Services	Low	Closed	TTR Missed:	No	0.47
INC000000478894	Priscilla Anderson	Network	Virus	None	TIR Missed:	No	0.39
Capitol Desktop Support	Paul Ross	Administrative Services	Low	Closed	TTR Missed:	No	1.07
INC000000478933	Anne McNally	None	None	None	TIR Missed:	No	0.00
Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed:	No	0.77
INC000000478995	Mike Ambre	Application	None	Microsoft Office Professional 20	TIR Missed:	No	0.13
Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed:	No	0.46
INC000000479016	Sean Crawford	Application	Reporting	Microsoft Word	TIR Missed:	No	0.86
Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Resolved	TTR Missed:	No	2.25
INC000000479123	Austin Preston	Application	Error	None	TIR Missed:	No	0.00
Help Desk	Brenda Treadway	Administrative Services	Low	Closed	TTR Missed:	No	
INC000000479143	Ken Roner	Application	Error	None	TIR Missed:	No	0.00
Help Desk	Brenda Treadway	Administrative Services	Low	Closed	TTR Missed:	No	
INC000000479191	Pat Gillins	Telecom	Voice Mail	Telephone	TIR Missed:	No	0.19
Voice Operations	Romanza Hamblin Sorensen	Administrative Services	Low	Closed	TTR Missed:	No	0.26
INC000000479489	Andy Wright	Network	None	None	TIR Missed:	No	0.47
Metro B Desktop Support	Peter Musser	Administrative Services	Low	Resolved	TTR Missed:	No	1.54
INC000000479807	Tanja Akiyama	PC/Laptop	None	None	TIR Missed:	No	0.34
Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed:	No	0.72

Administrative Services

INC000000480245	Kelly Pingree	None	None	None			TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Administrative Services	Low	Closed		TTR Missed: No	0.00
INC000000480371	Anne Stehno	Application	None	Novell GroupWise			TIR Missed: No	0.00
	Metro C Help Desk	Chris Olson	Administrative Services	Low	Resolved		TTR Missed: No	0.00
INC000000480657	Jessyca Newman	Application	None	Novell GroupWise			TIR Missed: No	0.06
	Help Desk	James Stearns	Administrative Services	Low	Resolved		TTR Missed: No	0.06
INC000000480661	Tony Dayish	None	None	None			TIR Missed: No	0.14
	Help Desk	Brenda Treadway	Administrative Services	Low	Resolved		TTR Missed: No	0.14
INC000000481014	Mike Ferrin	Application	Error	Novell GroupWise			TIR Missed: No	0.33
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Resolved		TTR Missed: No	0.85
INC000000481293	Rick Nauta	PC/Laptop	Hardware	None			TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Administrative Services	Low	Resolved		TTR Missed: No	0.00
INC000000481465	Debbie Hood	None	None	None			TIR Missed: No	0.00
	Metro B Desktop Support	Peter Musser	Administrative Services	Low	Resolved		TTR Missed: No	
INC000000481499	Gary Robertson	Mobile Devices	Error	Droid			TIR Missed: No	0.21
	Application Services	Dustin Crump	Administrative Services	Low	Resolved		TTR Missed: No	0.44
INC000000481530	Stephanie Wilcox	Application	Reporting	Internet Explorer			TIR Missed: No	0.14
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Resolved		TTR Missed: No	1.22
INC000000481688	Robert D Johnson	Network	Incident	None			TIR Missed: No	0.00
	Help Desk	James Stearns	Administrative Services	Low	Resolved		TTR Missed: No	0.00
INC000000481789	Larry Simpson	PC/Laptop	Hardware	None			TIR Missed: No	0.31
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Resolved		TTR Missed: No	1.90
INC000000481878	Robert D Johnson	Application	Password	Novell Messenger			TIR Missed: No	0.15
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Resolved		TTR Missed: No	0.99
INC000000482395	Mike Higley	None	None	None			TIR Missed: No	0.69
	Application Services	Tony Larsen	Administrative Services	Low	Resolved		TTR Missed: No	0.69
INC000000482518	Robert D Johnson	Application	Password	None			TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Administrative Services	Low	Resolved		TTR Missed: No	0.00
INC000000482554	Lynn Webb	Telecom	None	Telephone			TIR Missed: No	0.27
	Voice/Data/WAN Services	Spencer Blodgett	Administrative Services	Low	Resolved		TTR Missed: No	0.41
INC000000482557	Dorothy Phillips	Network	Error	None			TIR Missed: Yes	1.70
	Metro B Help Desk	Gary Graham	Administrative Services	Low	Resolved		TTR Missed: No	1.83
INC000000482608	Jan Rogerson	Application	None	None			TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Administrative Services	Low	Resolved		TTR Missed: No	0.00

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INC000000482713	Mark Dalton	None	None	None		TIR Missed: No	0.44
	Rural North Desktop Support	Ryan Casey	Administrative Services	Low	Resolved	TTR Missed: No	0.44
INC000000482831	Dorothy Phillips	Application	Password	None		TIR Missed: No	0.16
	Metro B Help Desk	Janet Hongsyvilay	Administrative Services	Low	Resolved	TTR Missed: No	0.91
INC000000482905	Debbie Hood	Network	Error	None		TIR Missed: No	0.60
	Voice/Data/WAN Services	Mark Thomas	Administrative Services	Low	Resolved	TTR Missed: No	0.83
INC000000483245	Gary Morris	PC/Laptop	None	None		TIR Missed: No	0.99
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Resolved	TTR Missed: No	5.60
INC000000483300	Ken Roner	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Administrative Services	Low	Resolved	TTR Missed: No	0.00
INC000000483337	Sue Lundquist	Application	None	Internet Explorer		TIR Missed: No	0.70
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Resolved	TTR Missed: No	1.33
INC000000483378	Arcy Lopez	Application	Error	Finder System		TIR Missed: No	0.58
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Medium	Resolved	TTR Missed: No	0.92
INC000000483768	Yolanda Larrymore	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Administrative Services	Low	Resolved	TTR Missed: No	0.00
INC000000483790	Joanna Reese	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.06
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Resolved	TTR Missed: No	1.04
INC000000483804	Kelly Pingree	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Administrative Services	Low	Resolved	TTR Missed: No	0.00
INC000000483873	Jennifer Porter	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Resolved	TTR Missed: No	0.00
INC000000484065	Jeff Mottishaw	Application	Error	Proofpoint Email Security		TIR Missed: No	0.60
	Application Services	Tony Larsen	Administrative Services	Low	Resolved	TTR Missed: No	1.46
INC000000484113	Sue Hoskins	Application	Reporting	Gmail		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Administrative Services	Low	Resolved	TTR Missed: No	0.00
INC000000484133	Tanya Price	PC/Laptop	None	None		TIR Missed: No	0.16
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Resolved	TTR Missed: No	4.72
INC000000484243	Tanya Price	Application	None	Data Warehouse		TIR Missed: No	0.20
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Resolved	TTR Missed: No	2.82
INC000000484252	Bruce Spiegel	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Chad Poll	Administrative Services	Low	Resolved	TTR Missed: No	0.00
INC000000484416	Larry Thacker	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Resolved	TTR Missed: No	0.00

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Incident	User	Category	Type	Item		Status	TIR/TTR Missed	Time
INC000000484650	Rick Clawson	PC/Laptop	Error	None			TIR Missed: No	0.07
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Resolved		TTR Missed: No	0.24
INC000000484727	Lynn Webb	Telecom	Call Management	Telephone			TIR Missed: No	0.14
	Voice/Data/WAN Services	Spencer Blodgett	Administrative Services	Low	Resolved		TTR Missed: No	0.62
INC000000484758	Susan Mumford	Application	Error	Novell GroupWise			TIR Missed: No	0.86
	Metro A Desktop Support	Kraig Ellis	Administrative Services	Low	Resolved		TTR Missed: No	0.86
INC000000484899	Lynda McLane	Application	Error	Internet Explorer			TIR Missed: No	0.86
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Resolved		TTR Missed: Yes	8.51
INC000000484908	Dan Martinez	Mobile Devices	Error	iPhone			TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Administrative Services	Low	Resolved		TTR Missed: No	0.00
INC000000484959	Brook McElmurry	Mobile Devices	None	None			TIR Missed: Yes	4.46
	Application Services	Danielle Hood	Administrative Services	Low	Resolved		TTR Missed: No	4.62
INC000000485231	Darrell Hunting	PC/Laptop	Hardware	None			TIR Missed: No	0.10
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Resolved		TTR Missed: No	0.67
INC000000485239	Elizabeth Perkes	None	None	None			TIR Missed: No	0.24
	Application Services	Tony Larsen	Administrative Services	Low	Resolved		TTR Missed: No	3.69
INC000000485597	Brian Spencer	PC/Laptop	None	None			TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Administrative Services	Low	Resolved		TTR Missed: No	0.00
INC000000485674	Rocio Briceno	Application	Error	Gmail			TIR Missed: No	0.27
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Resolved		TTR Missed: No	0.44
INC000000486097	Sue Hoskins	PC/Laptop	Performance	None			TIR Missed: No	0.26
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Resolved		TTR Missed: No	0.26
INC000000486115	Jerry Walker	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No	0.00
	Help Desk	James Stearns	Administrative Services	Low	Resolved		TTR Missed: No	0.00
INC000000486266	Cheryl Searle	None	None	None			TIR Missed: No	0.00
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Resolved		TTR Missed: No	0.00
INC000000486346	Tim Walden	PC/Laptop	Error	None			TIR Missed: No	0.54
	Metro B Desktop Support	Sean Chadbourne	Administrative Services	Low	Resolved		TTR Missed: No	0.74
INC000000486579	Susan Vogel	Telecom	Coverage Path	Telephone			TIR Missed: No	0.23
	Voice Operations	Romanza Hamblin Sorensen	Administrative Services	Low	Resolved		TTR Missed: No	0.38
INC000000486586	Dan Martinez	Application	Error	Internet Explorer			TIR Missed: Yes	1.04
	Metro C Desktop Support	Troy Buchanan	Administrative Services	Low	Resolved		TTR Missed: No	1.16
INC000000486621	Lisa Adams	Application	Password	Novell GroupWise			TIR Missed: No	0.06
	Help Desk	Brenda Treadway	Administrative Services	Low	Resolved		TTR Missed: No	0.31

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INC000000486926	Anne McNally	EIS Hardware	None	None		TIR Missed: No	0.51
	Strategic Communications	Luis Larios	Administrative Services	Low	Resolved	TTR Missed: No	2.94
INC000000487585	Bob Spohr	Application	None	Adobe Reader		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Administrative Services	Low	Resolved	TTR Missed: No	0.17
INC000000487856	Lynda McLane	Application	Error	Adobe Reader		TIR Missed: No	0.45
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Resolved	TTR Missed: No	2.66
INC000000487857	Lynda McLane	Application	Error	Data Warehouse		TIR Missed: Yes	2.63
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Resolved	TTR Missed: No	2.65
INC000000488049	Jim Christensen	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Chad Poll	Administrative Services	Low	Resolved	TTR Missed: No	0.00
INC000000488161	Sue Hoskins	Network	Error	None		TIR Missed: No	0.00
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Resolved	TTR Missed: No	0.55
INC000000488598	Carma Hicks	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Administrative Services	Low	Resolved	TTR Missed: No	0.00